

Exhibit 2

Resale

Operational Readiness Test

1.0 Introduction

The Telecommunications Act of 1996 requires Bell Atlantic to allow Competitive Local Exchange Carriers (CLECs) to resell telecommunications services that Bell Atlantic provides at retail to subscribers who are not telecommunications carriers.

To facilitate efficient CLEC entrance into the resale market within Bell Atlantic's region, and to meet the FCC's requirement to provide access to its Operational Support System (OSS) functions, Bell Atlantic implemented electronic interfaces to its OSS functionality. The Carrier Services organization determined that an Operational Readiness Test (ORT) -- an initial end-to-end test -- with a qualified CLEC would enable Bell Atlantic to dry-run production processes and systems, identify any outstanding issues, and resolve them prior to subsequent CLEC activity.

This report provides the details of the ORT plan and the results achieved.

2.0 Test Partner Selection Process

In Bell Atlantic's invitation to the December 1996 "Reseller's Seminar", CLECs were asked to notify Bell Atlantic if they were interested in participating in the ORT. Of the 60 CLECs who received the invitation, seven expressed interest, and five demonstrated the technical competence necessary to support Bell Atlantic's testing objectives. Coopers and Lybrand executed a random drawing to select one test partner from the five candidates, and USN Communications (USN) was selected.

3.0 Development of the Operational Readiness Test Plan

The scope and phases of the ORT were developed in a series of December 1996 planning sessions with representation from both Bell Atlantic and USN Communications.

Based on an aggressive schedule to prepare for, execute, and evaluate the ORT, the team developed the following guidelines:

- The ORT would be executed in two phases, a Connectivity Phase and a Production Readiness Phase
- The ORT would utilize representative test cases to test available processes and systems
- The ORT would be executed in a production environment
- The ORT would be executed in Maryland
- Approximately six Bell Atlantic employee accounts would be needed to as residence beta accounts to test representative resale conditions
- USN Communications would be expected to provide between two or three business beta accounts to test representative resale conditions

Subsequent meetings and conference calls were held with subject matter experts to define representative test cases that would adequately test the resale processes and systems available during the ORT time frame.

4.0 Operational Readiness Test Schedule

As mentioned previously, the ORT consisted of two phases, and was conducted between Bell Atlantic and USN Communications. Phase 1 testing was to begin by December 23rd, 1996 and complete by January 20th, 1997. Phase 2 testing was to begin by January 10th, 1997 and complete by February 17th, 1997.

Note: Effective February 2, 1997 Phase 2 of the ORT was extended until mid-March to enable the inclusion of March 1st billing media into the review process.

5.0 Phase 1 - Connectivity Testing

The intent of Connectivity testing was to ensure Bell Atlantic and USN could successfully communicate via the mechanized interfaces Bell Atlantic offers to provide access to operations support system functionality. . The specific Bell Atlantic mechanized interfaces included in Phase 1 testing were as follows:

Electronic Communications Gateway (ECG) for Pre-Ordering

The Electronic Communications Gateway (ECG) is the 3270 terminal emulation system offered by Bell Atlantic to enable pre-ordering and trouble reporting activities by CLECs. The intent of Phase 1 ECG testing was to ensure USN could access and review Customer Service Records (CSR), thus validating successful ECG connectivity.

Summary Results:

All ECG Connectivity testing activities achieved expected results, and met both USN and Bell Atlantic expectations.

Electronic Data Interchange (EDI) for Ordering

EDI is the standard mechanized ordering vehicle offered by Bell Atlantic for resale. The intent of Phase 1 EDI testing was to ensure USN and Bell Atlantic could transmit and receive EDI transactions to and from each other, thus validating successful EDI connectivity.

Summary Results:

All EDI Connectivity testing activities achieved expected results, and met both USN and Bell Atlantic expectations.

Daily Usage File (DUF) for Billing

The Daily Usage File (DUF) is an optional service provided by Bell Atlantic. The DUF provides a record of call details originating from telephone numbers identified as a CLEC's local service account. The intent of Phase 1 testing was to allow USN to become familiar with the DUF format, and to enable them to validate DUF compliance with Bellcore Exchange Message Records (EMR) format standards. A generic sample DUF was mailed to USN during Phase 1 as there was not yet any actual USN usage available.

Summary Results:

USN certified the DUF file format provided was compliant with EMR standards, and could be processed to access call details.

Bell Atlantic Regional Media (BARM) for Billing

The Bell Atlantic Regional Media (BARM) file is the magnetic tape Wholesale bill format offered by Bell Atlantic for resale. The BARM file contains Master Account and Component Account billing information that make up the CLEC Wholesale summary bills. The intent of Phase 1 testing was to allow USN to become familiar with the BARM format and to enable them to validate BARM compliance with documented format standards. A generic sample BARM file was mailed to USN during Phase 1 as there was not yet any actual USN billing data available.

Summary Results:

USN certified the BARM file provided was compliant with documented standards, and could be processed to access Wholesale billing information.

Overall Phase 1 - Connectivity - Summary of Results:

All Phase 1 tests achieved expected results, and met both USN and Bell Atlantic expectations. See Attachment 1 for a table of specific Phase 1 activities and results.

Each individual component of the Phase 1 test required hands on support and coordination, as there was not a repeatable test process in place to support all the test activities that occurred. As a result, Bell Atlantic initiated a parallel effort to develop a repeatable Connectivity Testing process that would enable interested CLECs to complete the types of activities that occurred in Phase 1, with minimal hands on Bell Atlantic assistance. See the “CLEC Testing” link (<http://www.bell-atl.com/carrier/reseller/testing.html/>) now available on the CLEC Web Site.

6.0 Phase 2 - Production Readiness Testing

The intent of Production Readiness testing was to exercise the processes and systems developed by Bell Atlantic to facilitate resale. This was to be accomplished in a live business environment via controlled events and test cases. As stated earlier, USN teamed with Bell Atlantic to execute the Production Readiness phase in the Bell Atlantic - Maryland company. Beta end-user accounts were supplied by both Bell Atlantic and USN. Bell Atlantic provided six employee accounts to be used as residence end-user accounts. USN obtained permission from two business customers to utilize their accounts as business end-user accounts.

6.1 ORT Test Cases

As stated earlier, controlled events or test cases were utilized throughout Phase 2 testing. The project team determined the need for representative Local Service Request (LSR), Usage, and Trouble Reporting test cases to adequately test and evaluate the readiness of Bell Atlantic processes and systems for resale. The execution of the scheduled test cases enabled the project team to monitor and validate resulting process and system activity.

6.2 Phase 2 - Production Readiness - Results

Results of the Production Readiness Phase are segmented by each resale Sub-Process in the following sections.

6.2.1 Negotiations Sub-Process

While there were no specific test cases to test Negotiations, a number of activities necessary to establish the resale business relationship with USN occurred during the Negotiations Sub-process of the Production Readiness Phase. See Attachment 2 for a table of those activities and the associated results.

Summary Results:

1. All information necessary to establish the Master Summary Billing Accounts and to populate the LSP table was successfully identified during this phase. Bell Atlantic identified a need to establish a defined process to ensure that all required CLEC information is routinely obtained, documented and communicated, and has done so.

6.2.2 Pre-Ordering Sub-Process

USN utilized the Electronic Communications Gateway (ECG) to retrieve Pre-Ordering information throughout Phase 2. The functionality that was tested included:

- Access to the LSP Menu screen
- CSR Review
- Listings Review
- Service and Equipment Review
- Address Verification
- Installation Intervals
- Telephone Number Reservation
- Interlata Carrier Availability

- Feature & Function Availability

See Attachment 3 for a table of Pre-Ordering activities and associated results.

Summary Results:

USN found Bell Atlantic's 3270 terminal emulation interface enabled successful completion of all Pre-Ordering activities.

6.2.3 Ordering Sub-Process

As stated earlier, representative LSR test cases were developed for Phase 2 of the ORT. The functionality (test case #) that was tested is as follows:

- Whole "as is" account resale from BA to USN (Res # 1)
- Single line resale from BA to USN (Res # 2, Res # 8)
- ISDN resale from BA to USN (Res # 9)
- Single line resale from BA to USN with PIC change (Res # 2)
- Whole account resale from BA to USN with service regrade (Res # 12)
- Whole account resale from BA to USN while adding a feature (Bus # 1, Bus # 2)
- Suspension of service for a USN customer (Res # 3)
- Restoral of service for a USN customer (Res # 4)
- Regrade service for a USN customer (Res # 5)
- Add a feature for a USN customer (Res # 6)
- Delete a feature for a USN customer (Res # 7)
- Establish a new USN customer account (Res # 10)
- Delete a USN customer account (Res # 11)
- Set up separate Directory Advertising account for a USN customer (Bus # 1)

See Attachment 4 for a description of each LSR test case and the results.

EDI and Fax LSR Activity

While EDI is Bell Atlantic's preferred method for LSR ordering, Fax is also available. To that end USN submitted the 14 LSR test cases via both EDI and Fax. This allowed Bell Atlantic to process incoming LSRs via EDI and Fax. Bell Atlantic compared the LSRs that were received via EDI and then translated into LSRs, to those LSRs that were directly Faxed.

The 850 (LSR), 855 (Firm Order Confirmation or LSR Error Notification) and 860 (Supplemental LSR) EDI transactions sets were utilized during the ORT.

Summary Results for LSR test cases:

1. Early test cases (Res # 1 & Res # 2) faxed by USN to Bell Atlantic contained errors and/or were incomplete. The CSSC and USN worked together to understand and correct the errors, and subsequent LSRs met expectations.
2. Initial 850 LSRs submitted by USN contained a few basic EDI errors. The Bell Atlantic and USN EDI teams worked together to understand the errors and correct them going forward. USN was then able to correct and successfully submit all 850 LSR test cases.
3. After the first two test cases (which required dialogue with USN), all Firm Order Confirmations (FOCs) were completed within one business day of LSR receipt.
4. All component account service orders resulting from USN LSRs were entered within one business day of LSR receipt, unless intentional delays were built in due to the timing of test cases.

5. Currently, the error information that is returned in the 855 (LSR Error Notification) EDI transaction is somewhat cryptic. Bell Atlantic is modifying that process with a future software release (currently scheduled for April 19th) so that more helpful information will be provided in the 855 EDI transaction.
6. The 865 EDI transaction set was not available during the ORT.

6.2.4 Provisioning Sub-Process

As a result of the LSR test cases conducted during the ORT, Bell Atlantic was able to test or verify a number of provisioning activities, including:

- Firm Order Confirmation
- Transfer of ownership from Bell Atlantic to USN
- Turning up new service

Summary Results:

All Provisioning activity achieved expected results, and met both USN and Bell Atlantic expectations.

6.2.5 Maintenance Service Sub-Process

As a result of the LSR activity and resulting provisioning activity, Bell Atlantic was able to test trouble reporting processes, including:

- Manual 611 Calls by end users to BA Maintenance Case Teams (MCT)
- Manual calls by USN to BA SPOC
- Mechanized Trouble Reporting via the Electronic Communications Gateway (ECG)

See Attachment 5 for sample Trouble Reporting test cases and results.

Summary Results

All Trouble Reporting activity achieved expected results, and USN reported satisfaction with all aspects of the Trouble Reporting process.

6.2.6 Prepare & Render Bill Sub-Process

Two Wholesale billing accounts were established for USN, one for Business and one for Residence. Both paper and Bell Atlantic Regional Media (BARM) Wholesale Bills were delivered to USN for February 1st and March 1st billing. Additionally, USN was established as a Daily Usage File (DUF) customer, and received DUF files throughout the ORT. See Attachment 6 for an example of the test call scripts utilized during the ORT to ensure appropriate messages were recorded on the DUF.

Summary Results

The Wholesale paper bills, BARM tapes and DUF tapes were successfully delivered to USN throughout the ORT. Bell Atlantic identified several issues that required further analysis while reviewing billing media. While most resulted in no trouble found, Bell Atlantic found that alternatively billed (third number and collect) calls resulted in the originating telephone number being populated in the billing telephone number field. This will be corrected with a 4/1 software release.

6.2.7 Adjust Bills & Receive Payments Sub-Process

As a function of the ORT, USN reviewed the Wholesale bills and submitted payment to Bell Atlantic.

Summary Results

USN reviewed and submitted payments for the February and March Wholesale bills. The payments were properly applied to the appropriate Wholesale Master Accounts. All payment processing achieved expected results, and met both USN and Bell Atlantic expectations.

7.0 Overall ORT Results/Conclusions

Bell Atlantic's stated intent of the Operational Readiness Test was to dry-run production processes and systems with the assistance of a single CLEC, identify any outstanding issues, and resolve them prior to subsequent CLEC activity.

USN Communications was successfully able to conduct test of Resale business with Bell Atlantic throughout the ORT. During the ORT, several issues (as noted above) were identified and resolved. Bell Atlantic's processes and systems performed up to USN's expectations.

Attachment 1

Results of Phase 1 (Connectivity) Test Activity

ECG Connectivity Test Activity	<i>Expected Results</i>
USN request 5 SECURID cards and User IDs/Passwords	USN receives 5 SECURID cards and User Ids/Passwords.
BA set up USN access to ECG	USN access established.
USN sign on to the SECURID Server	USN able to sign on to SECURID Server using instructions provided.
USN sign on to the ECG	USN able to sign on to the ECG per Volume 3 (ECG) documentation.
USN establish their ECG password(s) online	USN able to establish passwords per Volume 3
USN retrieve LSP Account Selection Menu	USN able to retrieve LSP Account Selection Menu per Volume 3
USN retrieve CSR Listings	USN able to retrieve CSR listings for selected account per Volume 3
USN retrieve CSR S&E	USN able to retrieve CSR S&E for selected account per Volume 3
EDI Connectivity Test Activity	<i>Expected Results</i>
USN and BA exchange communications protocol information and establish EDI trading partner presence in each company's systems	Each company is set up to transmit and receive EDI transactions from the other
USN transmit 850 (LSR) to BA	BA receives 850 (LSR) from USN
In response to 850 (LSR) received from USN, BA transmit 997 (FA) to USN	USN receives 997 (FA) from BA
DUF Connectivity Test Activity	<i>Expected Results</i>
BA provide a sample DUF file and Exchange Message Record (EMR) documentation to USN via Federal Express	USN receives sample DUF tape and EMR documentation.
USN validate the sample DUF file format for compliance and certify format	USN verifies and certifies the DUF format is consistent with EMR standards
BARM Connectivity Test Activity	<i>Expected Results</i>
BA provide a sample BARM file and BARM documentation to USN via Federal Express	USN receives sample BARM tape and BARM documentation.
USN familiarize themselves with the BARM file and validate the file for compliance with format standards	USN verifies and certifies the BARM format is consistent with documented standards

Attachment 2

Results of Phase 2 *Negotiations* Activity

Negotiations Production Readiness Test Activity	<i>Expected Results</i>	<i>Actual Results</i>
Collection and disbursement of critical CLEC information such as: <ul style="list-style-type: none"> • ACNA • OCN • Customer contact information • Billing media preferences • Customized Routing decision • Tax exempt status • Late Payment charge status • Maintenance Agreements 	All information would be obtained as a result of the Negotiations sub-process, documented as appropriate, and disbursed to required parties.	Achieved expected results. There was a need to establish a process to obtain all required CLEC information. This was obtained, documented and done so.
Provision of handbooks to the CLEC via the Reseller's Web Site	USN can access and print the handbooks as required.	Achieved expected results.
Setting up CLEC Summary Billing Accounts	Orders would be written to set up the residence and business master accounts with all critical information accurately entered on the orders.	Achieved expected results.

Attachment 3

Results of Phase 2 (Production Readiness) Pre-Ordering Activity

Pre-Ordering Production Readiness Test Activity	<i>Expected Results</i>	<i>Actual Results</i>
CSR Review	Available and utilized by USN to prepare LSRs test cases.	Achieved expected BA expectations.
Listings Review	Available and utilized by USN to prepare LSRs test cases.	Achieved expected BA expectations.
S&E Review - All	Available and utilized by USN to prepare LSRs test cases.	Achieved expected BA expectations.
S&E Review - Specific TN	Available and utilized by USN to prepare LSRs test cases.	Achieved expected BA expectations.
Address Verification	Available and utilized by USN to prepare LSRs test cases.	Achieved expected BA expectations.
Installation Intervals	Available and utilized by USN to prepare LSRs test cases.	Achieved expected BA expectations.
Telephone Number Reservation	Available and utilized by USN to prepare LSRs test cases.	Achieved expected BA expectations.
Interlata Carrier Availability	Available and utilized by USN to prepare LSRs test cases.	Achieved expected BA expectations.
Feature & Function Availability	Available and utilized by USN to prepare LSRs test cases.	Achieved expected BA expectations.

Attachment 4

Results of Phase 2 (Production Readiness) Local Service Request (LSR) Test

Test Case ID	Test Case Description	Test Conditions to be Tested	Expected Results for BA End User Account	Expected Results for USN R Account
Res 1	USN submits LSR to BA to migrate a whole Account. This is a residence account with 2 lines.	<ul style="list-style-type: none"> Complete resale for Flat Rated Class of Service residence customer. 	<ul style="list-style-type: none"> Both lines and all services will be removed. BA will issue Final Bill.. 	<ul style="list-style-type: none"> One account with two lines will be established with all services transferred except those unavailable for Resale. The Bill Name & Address change to USN Communications. The account will be billed
Res 2	USN submits LSR to BA to migrate a line while changing the PIC. This is the additional line on a two line account.	<ul style="list-style-type: none"> Individual line migration for Message Class of Service Line. PIC Change 	<ul style="list-style-type: none"> Line and all services will be removed from existing Bell Atlantic account. 	<ul style="list-style-type: none"> An account will be established with all services transferred except those unavailable for Resale. PIC will change. The Bill Name & Address change to USN Communications.
Res 3	USN submits LSR to BA to Suspend service for the line migrated in LSR test case <i>Res 2</i> .	<ul style="list-style-type: none"> Suspension of service for a USN customer. 	<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> Line will be Suspended.
Res 4	USN submits LSR to BA to Restore service for line that was suspended in LSR test case <i>Res 3</i> . .	<ol style="list-style-type: none"> Restoration of service for a USN customer. 	<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> Line will be Restored.

Attachment 4 (continued)

Results of Phase 2 (Production Readiness) Local Service Request (LSR) Tes

Test Case ID	Test Case Description	Test Conditions to be Tested	Expected Results for BA End User Account	Expected Results for USN R Account
Res 5	USN submits LSR to Regrade a line on the account migrated in LSR test case <i>Res 1</i> from Flat Rated Class of Service to Measured Class of Service.	<ul style="list-style-type: none"> Regrade service from Flat to Measured for a USN customer. 	<ul style="list-style-type: none"> No impact, there is no end-user account due to test condition # 1. 	<ul style="list-style-type: none"> Service for the line will R from Flat to Measured.
Res 6	USN submits LSR_ to BA to add Call Forwarding to a line migrated in LSR test case <i>Res 1</i> .	<ul style="list-style-type: none"> Add a feature for a USN customer. 	<ul style="list-style-type: none"> No impact, there is no end-user account due to test condition # 1. 	<ul style="list-style-type: none"> Call Forwarding will be a to the line.
Res 7	USN submits LSR to remove the Call Forwarding feature added to the line in test case <i>Res 6</i> .	<ul style="list-style-type: none"> Remove a feature for a USN residence customer. 	<ul style="list-style-type: none"> No impact, there is no end-user account due to LSR test case <i>Res 1</i>. 	<ul style="list-style-type: none"> Call forwarding will be re from the line.
Res 8	USN submits EDI LSR to BA to migrate a line. This is a residence account with 2 lines.	<ul style="list-style-type: none"> Individual line migration for Message Class of Service residence customer. 	<ul style="list-style-type: none"> The line and all services will be removed. 	<ul style="list-style-type: none"> An account will be establi with all services except th unavailable for Resale. The BNA will change to l communications. The account will be billed within USN's Residence <u>Summary Billing Account</u>

Attachment 4 (continued)

Results of Phase 2 (Production Readiness) Local Service Request (LSR) Tes

Test Case ID	Test Case Description	Test Conditions to be Tested	Expected Results for BA End User Account	Expected Results for USN R Account
Res 9	USN submits LSR_ to migrate an ISDN account.	<ul style="list-style-type: none"> ISDN migration for a residence customer. 	<ul style="list-style-type: none"> The account with all services will be removed. Final bill issued. 	<ul style="list-style-type: none"> An account will be established with all services except those unavailable for Resale. The BNA will change to USN communications. The account will be billed within USN's Residence Summary Billing Account.
Res 10	USN submits LSR to BA to request a new Measured Class of Service account.	<ul style="list-style-type: none"> Establish a new local exchange account for USN. 	<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> A Measured Class of Service Account will be established. The BNA will be established for USN communications. The account will be billed within USN's Residence Summary Billing Account.
Res 11	USN submits LSR_ to remove the line established in LSR test case <i>Res 10</i> .	<ul style="list-style-type: none"> Remove a line for a USN customer. 	<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> The account is removed from the USN Residence Summary Billing Account.
Res 12	USN submits LSR to migrate an account while regrading the Class of Service from Flat Rated to Measured.	<ul style="list-style-type: none"> Complete resale with, Regrade from Flat to Measured. 	<ul style="list-style-type: none"> Final bill issued. 	<ul style="list-style-type: none"> A Measured Class of Service account will be established with all services except those unavailable for Resale. The BNA will change to USN communications. The account will be billed within USN's Residence Summary Billing Account.

Attachment 4 (continued)

Results of Phase 2 (Production Readiness) Local Service Request (LSR) Tes

Test Case ID	Test Case Description	Test Conditions to be Tested	Expected Results for End User Account	Expected Results for USN R Account
Bus 1	USN submits LSR to BA to migrate a four line Centrex Account while adding the feature Distinctive Ringing .	<ul style="list-style-type: none"> Complete resale of a <i>Centrex</i> Account while adding a feature to existing lines. Setting up separate DB5 Directory Advertising account. 	<ul style="list-style-type: none"> All lines and all services will be removed. BA will issue Final Bill.. A new Directory Advertising Account will be set up. 	<ul style="list-style-type: none"> A Centrex account with 4 will be established with all existing services except th unavailable for Resale. Exception: The Calling C were reissued; a condition participation for the custo was no interruption of ser Distinctive Ringing will be added to all 4 lines.
Bus 2	USN submits LSR to BA to migrate a three line POTS Account while adding the feature 3-way Calling.	<ul style="list-style-type: none"> Complete resale of a <i>Multi-line POTS</i> Account while adding a feature to existing lines. 	<ul style="list-style-type: none"> All lines and all services will be removed. BA will issue Final Bill.. 	<ul style="list-style-type: none"> A Multi-line POTS account 3 lines will be established all existing services except unavailable for Resale. 3-way Calling will be added all 3 lines. The BNA will change to U Communication. The account will be billed within USN's Business Summary Billing Account

Attachment 5

Results of Phase 2 (Production Readiness) Trouble Reporting Test Cases

Description: *Trouble Reporting Test Case 1* - An end user will call the Bell Atlantic Repair Maintenance Case Team (611) and report the procedures for handling trouble reports from CLEC customers.

Steps	Initiated By	Expected Results	Actual Results
Call 611 (BA) and report static	End user	End user told they are not a BA customer, and should call USN.	Was told the line is not a Bell Atlantic line, the USN Repair Telephone #.

Description: *Trouble Reporting Test Case 2* - An end user will call the USN Repair # and report static on a line. This is a test of the process on a residence account.

Steps	Initiated By	Expected Results	Actual Results
Call USN and report static on the line.	End user	USN will ask end user for pertinent information so they will be prepared to discuss the trouble with the BA SPOC for trouble reporting	USN Rep asked for trouble info numbers, pledged to call back w
Call BA SPOC	USN	Report trouble to SPOC, provide pertinent End User information	USN Rep called BA SPOC and tested immediately and no trouble visit customer premise and inve
Enter trouble report	BA SPOC	Trouble will be established in the appropriate tracking systems. SPOC verifies that the trouble reporter is the appropriate CLEC.	BA scheduled customer premise 5:00 the next day.
Service Testing	BA	Line will be tested and no trouble will be found.	Achieved expected results, met
Status back to customer	BA SPOC	USN Rep updates customer with status	USN Rep called customer back initial contact. Customer inform longer present.
Clearance	USN	USN Rep closes out trouble with BA	USN Rep called back BA SPOC

Description: *Trouble Reporting Test Case 3* - An end user will call the USN Repair Center and report a line is not working. USN will use the Communications Gateway (ECG) to submit and track the trouble. This is a test of the mechanized trouble reporting process on a residence account.

Steps	Initiated By	Expected Results	Actual Results
Call USN and report no dial tone on a line.	End user	USN will ask end user for pertinent information so they can enter the trouble via the ECG trouble reporting process.	Achieved expected results, met
Create trouble via ECG	USN	Enter trouble via ECG.	Initial effort to enter trouble failed
Modify trouble information	USN	Modify trouble information via ECG.	Achieved expected results, met
Service Testing	BA	Line will be tested and no trouble will be found.	Achieved expected results, met
Check Status	USN	Use ECG to review status.	Achieved expected results, met
Clearance	USN	Call customer and report status.	Achieved expected results, met

Attachment 6

Phase 2 (Production Readiness) Test Call Script

Description of Test Calls	Originating Number	Terminating Number	Billing Number	Date Call Originated	Time Call Originated	DUF ?
<i>Calls Originated by a USN Message Class of Service Customer</i>						
Local Call - Message Unit Class of Service						Yes
Local Call - Measured Class of Service						
Local Call - Flat Rated Class of Service						
Local Call - Measured C/S Foreign Exchange						
IntraLATA Toll						Yes
Directory Assistance (411)						Yes
Directory Assistance (411) Automated Call Completion						Yes
Busy Line Verification						Yes
Busy Line Verification and interrupt						Yes
Audiotex (976)						Yes
0 (minus) person to person						Yes
Class Service - Call Trace						Yes
Class Service - Repeat Call						Yes
Class Service - Return Call						Yes
0(plus) local call to 3 rd party - bill to BA customer						Yes
0(minus) local call to 3 rd party - bill to BA customer						Yes
0(plus) local call collect to BA customer						Yes
0(minus) local call collect to BA customer						Yes
0(plus) local call to 3 rd party - bill to USN customer						Yes
0(minus) local call to 3 rd party - bill to USN customer						Yes
0(plus) local call collect to USN customer						Yes
0(minus) local call collect to USN customer						Yes
0(plus) intralata call to 3 rd party - bill to BA customer						Yes
0(minus) intralata call to 3 rd party - bill to BA cust						Yes
0(plus) intralata call collect to BA customer						Yes
0(minus) intralata call collect to BA customer						Yes
0(plus) intralata call to 3 rd party - bill to USN cust						Yes
0(minus) intralata call to 3 rd party - bill to USN cust						Yes
0(plus) intralata call collect to USN customer						Yes
0(minus) intralata call collect to USN customer						Yes
Weather (936-1212)						No
Time (844-1212)						No
<i>Calls Originated by a Bell Atlantic Customer and billed to USN Message Class of Service Customer</i>						
0(plus) local call to 3 rd party - bill to USN customer						Yes
0(minus) local call to 3 rd party - bill to USN customer						Yes
0(plus) intralata call to 3 rd party - bill to USN cust						Yes
0(minus) intralata call to 3 rd party - bill to USN cust r						Yes

